

TranscriptionWing

Transcription service
that soars above the rest

Turnaround

Our turnaround time is setting a new standard. Whether you need your documents back in 2 days or just 4-hours, we've got you covered!

- **ECONOMY (five business days)** — This option is great if you have a flexible timeline. Upload the file on Monday and you'll have it back the following Monday.
- **REGULAR (two business days)** — This option ensures you get your files back by the second business day.
- **RUSH (one business day)** — Selecting this option guarantees your document to be emailed to you by the end of the next business day.
- **4-HOUR** — All files must be uploaded by 1 PM ET (Monday through Friday) to guarantee a 4-hour turnaround. Anything uploaded after 1 PM ET will be delivered by 9 AM the following business morning.

TranscriptionWing gives you the flexibility to prioritize each document using our easy-to-use uploading tool. You can select your desired turnaround time for each file, making it easy to meet your deadline and maintain your budget!



Files uploaded after 6 PM ET will be processed the following business day (except 4-hour requests).

Price

Most transcription companies don't post all of their rates on their website so later they can tack on additional fees. We are so confident that our prices are competitively matched that we don't mind sharing! Take advantage of our pricing calculator found in our web site for a detailed quote.

TURNAROUND Base Prices:

- **ECONOMY** (five business days) – \$1.29/recorded minute
- **REGULAR** (two business days) – \$1.49/recorded minute
- **RUSH** (one business day) – \$1.99/recorded minute
- **4-HOUR** – \$3.99/recorded minute

The following pricing will be added if applicable:

Accents/Background Noise	+\$0.50/recorded minute
5 - 8 parties	+\$0.50/recorded minute
9 - 15 parties	+\$1.00/recorded minute
16+ parties	+\$1.50/recorded minute

Use the Pricing Calculator

Get an estimate of your transcription before you even place your order.

See our website to take advantage of this online feature!

TranscriptionWing
www.TranscriptionWing.com

Pricing Calculator

Number of Participants [?]

Length of Recording (minutes)

Number of Recordings

Turnaround Time

5 business days

1-2 business days

1 business day

4 Hours

Accents/Background Noise

Yes No

Est. cost per Transcript

Estimated Project TOTAL

Transcription Features

We build tools to make your transcription experience seamless. Each feature was designed so that a few quick-clicks are all you need to upload your audio and inform our transcribers of any special requests or instructions. Looking for a feature not listed here? Contact Us!

- **Easy Upload:** No FTPs required! Upload up to 10 files at a time (800 megabytes per upload).

Upload New Recordings

Choose the recording files to upload. [?]

File	Transcribe
<input type="button" value="Browse..."/>	<input checked="" type="checkbox"/>

- **Flexible Turnaround:** A simple drop down menu allows you to select the desired turnaround time for each file! Prioritize each document using our easy-to-use website.

Delivery Preference (EST)

2nd Business Day (6PM 1/7, \$1.49/min.)

5 Business Days (6PM 1/12, \$1.49/min.)

2nd Business Day (6PM 1/7, \$1.49/min.)

Next Business Day (6PM 1/6, \$1.99/min.)

Rush* (6PM 1/5, \$3.99/min.)

- **Project Details:** A comments section allows you to give specific direction to the transcription team for each file. Use it to request unique formatting or to give the team a heads up.

Notes for Transcriptionist

There are heavy British accents!

- **Discussion Guides (optional):** Upload a Discussion Guide or a list of terminology specific to your recording to ensure accuracy.

Discussion Guide

Upload New:

Choose:

- **Convenient Delivery:** Completed documents are emailed to you as soon as they are complete and posted to your online account.
- **Feedback:** We love feedback! Each transcript includes a way for you to tell us how we are doing with a simple click. Give us a rating and we'll connect with you in thanks and to see what more we can do for you!

Rate this transcript (CTRL + click):
 poor [1](#) [2](#) [3](#) [4](#) [5](#) excellent

- **Digital Recording:** The quality of any transcript is limited to the quality of the audio we receive. As a result, we do whatever it takes to ensure you have the right tools to successfully record. Check out the Audio Formats section to see some of the recording options we offer.

Audio Formats

Digital Media: If you don't see your file format listed, contact us. We may be able to accept other files and we'd be happy to test out the format in question on our software or simply convert your audio to the .wav format.

- WAV • MP3 • AIF • SND • AU • PCM
- WMA • DSS • WMV • DVF • MPG • AVI

Digital audio is easy to upload using our online features.
 Hard Copy Media: All media will be converted into a digital copy and made accessible for you to download. There is a small converting fee of \$35 per recording. Please include one business day for audio processing when selecting your desired turn around time.

- Cassette tapes
- DVDs
- Mini DVDs
- CDs
- Microcassettes

Send Your Hard Copies to:
Civicom, Inc.
 16 King Street, 3rd Floor
 Port Chester, NY 10573
 ATTN: Audio Dept.

About Us

TranscriptionWing was born!

TranscriptionWing is a service of Civicom. In 2005 Civicom embarked on a new territory – transcriptions! This was primarily a function to serve the needs of our existing conferencing clients, but word spread and we began to deliver transcripts to marketing research groups and many other business sectors outside of the audio conferencing industry.

TranscriptionWing was built on the premise that Civicom strives to go above and beyond. We understand that you need your documents fast. Our approach is to take precise measures to ensure this immediate need is met. We value the relationships we have built with our clients who depend on our ability to provide exceptional delivery and outstanding quality. We take pride in our work, which is backed by our friendly customer service that meets the unique needs of those we serve.

Please call us with any questions or suggestions on how we can best better serve you!

~ The TranscriptionWing Team

203-618-1811 | transcripts@civi.com | TranscriptionWing.com

Security

Safeguarding the confidence of your information is as serious to us as a heartbeat. It is a lifeline of our business. Our "culture of confidentiality" has four components:

Processes

- Oath of confidentiality
- Password protected and limited access accounts
- Limited file storage time
- Confidentiality process oversight manager -- A Chief Confidentiality Officer is responsible for ensuring company-wide adherence to confidentiality processes and measures



Technology

- Secure file deletion
- Abnormality alerts
- Biometric, card-swipe, security door

Legal measures

- All employees sign and email confidentiality/non-disclosure agreements at the start of their employment
- Agreements promise criminal litigation in cases where a violation is intentional or the result of gross negligence.

Independent Compliance Audit

An independent accounting firm audits the company's adherence to confidentiality procedures annually, and provides a report. This is a self-imposed discipline which is designed to keep us on track and reassure our clients that these measures are more than just words.

Testimonials

"Super fast, nice people and great work - thanks!"

"Thank you for, as always, being so on top of everything and so professional!"

"Quality of transcription and speed of turnaround are both outstanding. Thanks very much."

"We appreciate the always quick response which gives us comfort. Keep up the great communication because this is what makes Civicom different than the others."

"Wonderful!!! Thanks so much for your service, it has helped us out so much."

"Oh my!! I am so impressed! It was just a comment [suggestion] in passing and you picked up the ball and ran with it! What great customer service."

"Thank you - fabulous service, personal and friendly staff and no matter when I have ever called there is a smile on the other end of the line. Thanks again, you saved me."

"I am pleased and impressed at the thoroughness of your staff. John has noticed on numerous occasions, as I have, that Civicom goes that extra mile to serve the customer. You have always been responsive to any issues, few as they may be, and have worked hard to resolve them."

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